Nashua RFP Questions #3   9/11/12
All answers are in blue

Currently the city is only using credit/debit cards in two locations (Solid waste or Landfill and Wastewater- sewer). The city currently is in the process of expanding the use of credit cards throughout the city starting with the Motor Vehicle Registration group. Currently we are using two systems, one for on-line transactions for waste water (sewer) and another for our over-the-counter transactions at the landfill. I can't get the information for the landfill equipment from IT until next week but I have the information for our on-line service below on questions # 7,8,9, & 10. Most of these questions have little value to the RFP.

1. What is your current dollar volume in MasterCard and Visa? Can't answer directly but at the Landfill for FY 12 we took in a total of $276,997.46 or about $58.00 per ticket. For Wastewater we took in a total of about $77,792 for FY 12 on credit/debit cards or $88 per transaction and 68,928 for FY 12 on e-checks or about $91 per transaction.

2. What is current dollar Volume for American Express and Discover? N/A

3. What is current average transaction per location? See above

4. What is total number of transactions by card type? See above

5. Current process for accepting payments: e.g. stand alone terminals, POS Interface? We are using a Gateway #4300 tower, HP3800 DTN Color Laserjet printer, MAGTEK model 21040109 card reader.

6. Name, type and model number of equipment being used? See # 5

7. Form of Communication being used: e.g. frame, leased line, Internet, dial? 2048 Bit SSL Internet Connection

8. Do you use a third party integrator (VAR)? If so who? Systems East, Inc.

9. How are you currently being priced? Bundled, Unbundled, Qualified/ Non-Qualified? Bundled

10. Who is your current acquirer? Authorize.net, CyberSource Corporation (for card transactions) and Payment Gateway, Inc (ACH transactions)